

Quality Plan

Request Tickets Management System (RTMS)

1. Introduction

This document, together with other referenced documents, defines the responsibilities and procedures to be adopted to ensure that the data and information produced as part of Request Tickets Management System are reliable, fit for purpose and consistent with documented objectives and deliverables. It summarises the system of internal management that governs the decisions and instructions concerning project quality assurance.

2. Project Contractual Information

Project: Request Tickets Management System (RTMS)

3. Scope of Work and Quality Objectives

Scope of work:

Include a reference to the project proposal

QA Requirement:

4. Project Organisation

Project Manager:

Shaun Mathew T. Ibañez

System Analyst:

Zian Denisse G. Vertudes

Quality Assurance:

Buena Alexey Talosig

Documentation:

Krisper Jane H. Bariuan

5. Project Duration and Scheduling

Start Date:

2/9/17 - 8:00 AM

Completion Date:

Scheduling of Activities:

		Name	Duration	Start	Finish	Pr...	Resource Names	12 Feb 17														13
								M	T	W	T	F	S	S	M	T	W	T	F	S	S	
1		Initial Meeting	0.25 days?	2/9/17 8:00 AM	2/9/17 10:00 AM		Buena Talosig;Krisper Barua...															
2		Meeting with client	0.031 days?	3/2/17 11:30 AM	3/2/17 11:45 AM		Buena Talosig;Krisper Barua...															
3		Planning and Documen...	17 days	3/2/17 8:00 AM	3/24/17 5:00 PM		Buena Talosig;Krisper Ba...															
4		Introduction	8 days	3/2/17 8:00 AM	3/13/17 5:00 PM		Buena Talosig															
5		Review of Related Litera...	11 days	3/2/17 8:00 AM	3/16/17 5:00 PM		Krisper Baruan															
6		Technical Background	11 days	3/2/17 8:00 AM	3/16/17 5:00 PM		Zian Vertudes															
7		Requirement Analysis	13 days	3/2/17 8:00 AM	3/20/17 5:00 PM		Shaun Ibañez															
8		Review and Consolidation	17 days	3/2/17 8:00 AM	3/24/17 5:00 PM		Buena Talosig;Krisper Barua...															
9		Defense	0.25 days	4/3/17 8:00 AM	4/3/17 10:00 AM		Buena Talosig;Krisper Barua...															
10		Revision of documenta...	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Buena Talosig;Krisper Ba...															
11		Introduction	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Buena Talosig															
12		Review of Related Litera...	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Krisper Baruan															
13		Technical Background	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Zian Vertudes															
14		Requirement Analysis	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Shaun Ibañez															
15		Diagrams	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Buena Talosig;Krisper Ba...															
16		Use Case	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibañez															
17		Entity Relationship Diagram	7 days	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibañez															
18		Data Flow Diagram	7 days	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes															
19		Activity Diagram	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes															
20		Sequence Diagram	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibañez															
21		Conceptual Framework	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes															
22		Prototyping	22.75 days?	7/24/17 8:00 AM	8/23/17 3:00 PM		Buena Talosig;Krisper Ba...															
23		Wireframes	9 days	7/24/17 8:00 AM	8/3/17 5:00 PM		Zian Vertudes															
24		Mobile Application	7.75 days?	8/14/17 8:00 AM	8/23/17 3:00 PM		Buena Talosig;Krisper Barua...															
25		UML Diagrams	16 days	9/18/17 8:00 AM	10/9/17 5:00 PM		Buena Talosig;Krisper Ba...															
26		Communication Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig															
27		Class Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Zian Vertudes															
28		Object Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Krisper Baruan															
29		Use Case	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Shaun Ibañez															
30		Sequence	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Shaun Ibañez															
31		State	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig															
32		Timing	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig															
33		Composite Structure	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Shaun Ibañez															
34		Interaction Over	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Shaun Ibañez															
35		Deployment	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Zian Vertudes															

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




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Request Tickets Management System - page7

							12 Feb 17							18								
		Name	Duration	Start	Finish	Pr...	Resource Names	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
36		Component	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Krisper Barluan															
37		Package	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Zian Vertudes															
38		Vision and Scope Requirem...	0.25 days	10/8/17 8:00 AM	10/9/17 10:00 AM		Buena Talosig;Krisper Bariua...															
39		SRS	3.5 days?	10/16/17 8:00 AM	10/19/17 1:00 PM		Buena Talosig;Krisper Bariua...															
40	 	System	137 days?	6/15/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Ba...															
41		Dashboard	50 days?	10/16/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua...															
42		Backend	137 days?	6/15/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua...															
43		Mobile Application	95 days?	8/14/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua...															
Request Tickets Management System - page8																						

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Request Tickets Management System - page14																

6. Deliverables

Progress Reports:



Project Status Report

Project Name: Request and Complaint Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created

TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	4
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work.

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 9/22/17	Reporting Period: 9/22/17 to 9/25/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: Documentations have been established and further system analysis is required before proceeding with developing the system.		

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Page 3

9/22/2017

Project Status Report

Milestone Deliverables performance reporting over last period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	33%	Behind Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• UML Diagrams	10/5/17	15%	On Schedule
Project impact of milestone success or failure for project remainder			
Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.		First two and a half weeks of MCSPROJ will be dedicated to designing the UML diagrams not created in MSYADD	
Objectives for Next Project Status Overview			
Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.			

3 PROJECT STATUS REPORT APPROVALS

Prepared by

Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor 9/25/17

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Page 4

9/22/2017

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 - Project Risk Management Status
 - Project Issue Management Status
 - Related Project Information
-



Project Status Report

Project Name: Request and Complaint Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status

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PSR - October 2
Last printed on 10/5/2017 6:48:00 AM

Project Status Report

TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	4
4	APPENDICES	5
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Project Status Report

1 PROJECT STATUS REPORT PURPOSE

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2 PROJECT STATUS REPORT TEMPLATE

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 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: First few diagrams have been created.		

Milestone Deliverables performance reporting over last period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• UML Diagrams	10/5/17	50%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.	First two and a half weeks of MCSPROJ will be dedicated to designing the UML diagrams not created in MSYADD
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Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.

3 PROJECT STATUS REPORT APPROVALS**Prepared by**

Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor

10/5/17

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 - Project Risk Management Status
 - Project Issue Management Status
 - Related Project Information
-



Project Status Report

Project Name: Request : Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBÁÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status

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TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	5
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: First few diagrams have been created.		

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Page 3

10/16/2017

Project Status Report

Milestone Deliverables performance reporting over last period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/5/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• System 50%	10/12/17	75%	On Schedule
• SRS	10/23/17	60%	On Schedule
Project impact of milestone success or failure for project remainder			
Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.		First two and a half weeks of MCSPROJ will be dedicated to designing the UML diagrams not created in MSYADD	
Objectives for Next Project Status Overview			
Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.			

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Page 4

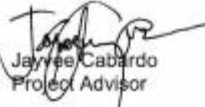
10/16/2017

3 PROJECT STATUS REPORT APPROVALS

Prepared by


Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 - Project Risk Management Status
 - Project Issue Management Status
 - Related Project Information
-



Project Status Report

Project Name: Request : Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBÁÑEZ, Shaun Mathew T.	Project Manager
BARIJUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status

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Project Status Report

TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	5
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: First few diagrams have been created.		

Milestone Deliverables performance reporting over last period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/5/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• SRS	10/23/17	70%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.	First two and a half weeks of MCSPROJ will be dedicated to designing the UML diagrams not created in MSYADD
---	---

Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.
--

3 PROJECT STATUS REPORT APPROVALS

Prepared by



Shaun Mathew T. Ibañez
Project Manager

Approved by



Jayvee Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 - Project Risk Management Status
 - Project Issue Management Status
 - Related Project Information
-



Project Status Report

Project Name: Request and Complaint Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBÁÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status

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Project Status Report

TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	5
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: First few diagrams have been created.		

Milestone Deliverables performance reporting over last period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/5/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	10/23/17	25%	On Schedule
• Mobile Application	12/22/17	15%	On Schedule
• Backend	10/23/17	100%	On Schedule
• Gantt chart	10/30/17	50%	On Schedule

Project impact of milestone success or failure for project remainder


Developing the actual system which is crucial to the whole project.	From now until finals, more focus in the development of the system
---	--

Objectives for Next Project Status Overview

More development with regards to the system.
--

3 PROJECT STATUS REPORT APPROVALS

Prepared by



Shaun Mathew T. Ibariez
Project Manager

Approved by



Jayres Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
- Project Risk Management Status
- Project Issue Management Status
- Related Project Information



Project Status Report

Project Name: Request and Complaint Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBANEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status

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Project Status Report

TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	5
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through more in-depth diagrams are required before further development of the system.		
Project Summary: First few diagrams have been created.		

Milestone Deliverables performance reporting over last period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/5/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
• Gantt chart	10/30/17	100%	On Schedule
• Backend	10/23/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	10/30/17	50%	On Schedule
• Mobile Application	12/22/17	15%	On Schedule

Project impact of milestone success or failure for project remainder

Developing the actual system which is crucial to the whole project.	From now until finals, more focus in the development of the system
---	--

Objectives for Next Project Status Overview

More development with regards to the system.
--

3 PROJECT STATUS REPORT APPROVALS

Prepared by


Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
- Project Risk Management Status
- Project Issue Management Status
- Related Project Information



Project Status Report

Project Name: Request Tickets Management System
Department: School of Computing and Information Technology
Focus Area: Taas Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status

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TABLE OF CONTENTS

1 PROJECT STATUS REPORT PURPOSE	3
2 PROJECT STATUS REPORT TEMPLATE	3
2.1 Project Status Report Details	3
2.2 Project Status Report Template	3
3 PROJECT STATUS REPORT APPROVALS	4
4 APPENDICES	5
4.1 Document Guidelines	5
4.2 Project Status Report Sections Omitted	5

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Page 2

11/3/2017

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE**2.1 Project Status Report Details**

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 11/03/17	Reporting Period: 11/06/17 to 11/11/17
Project Overall Status: Revision of documents and diagrams based on the panel's suggestions are required before further development of the system		
Project Summary: Revision of documents and diagrams have been done		
Milestone Deliverables performance reporting over last period		

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Page 3

11/3/2017

Project Status Report

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/05/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
• Gantt Chart	10/30/17	100%	On Schedule
• Backend	10/23/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	12/22/17	70%	On Schedule
• Mobile Application	12/22/17	30%	On Schedule
• Revised Documents	12/22/17	50%	On Schedule
Project impact of milestone success or failure for project remainder			
Developing the actual system which is crucial to the whole project.		From now until finals, more focus in the development of the system	
Objectives for Next Project Status Review			
More development with regards the system			

3 PROJECT STATUS REPORT APPROVALS

Prepared by

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Page 4

11/3/2017

Project Status Report


Shaun Mathew T. Ibariez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
- Project Risk Management Status
- Project Issue Management Status
- Related Project Information

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Page 5

11/3/2017



Project Status Report

Project Name: Request Tickets Management System
Department: School of Computing and Information Technology
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status

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TABLE OF CONTENTS

1 P	PROJECT STATUS REPORT PURPOSE	3
2 P	PROJECT STATUS REPORT TEMPLATE	3
2 1	Project Status Report Details	3
2 2	Project Status Report Template	3
3 P	PROJECT STATUS REPORT APPROVALS	4
4 A	PPENDICES	5
4 1	Document Guidelines	5
4 2	Project Status Report Sections Omitted	5

Confidential

Page 2

11/3/2017

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE**2.1 Project Status Report Details**☐ Status of the Project

- The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
- Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
- More in- depth UML diagrams are to be designed and prototype has to be further developed.

- Budget Report — N/A

- Risk Management Report — N/A

- Issues Report — N/A

☐ Project Recommendation

- Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 11/13/17	Reporting Period: 11/13/17 to 11/18/17
Project Overall Status: Revision of documents and diagrams based on the panel's suggestions are required before further development of the system		
Project Summary: Revision of documents have been done and few features were added in the dashboard		
Milestone Deliverables performance reporting over last period		

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Page 3

11/3/2017

Project Status Report

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/05/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
• Gantt Chart	10/30/17	100%	On Schedule
• Backend	10/23/17	100%	On Schedule
• Estimate	11/9/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	12/22/17	70%	On Schedule
• Mobile Application	12/22/17	30%	On Schedule
• Revised Documents	12/22/17	70%	On Schedule
Project impact of milestone success or failure for project remainder			
Developing the actual system which is crucial to the whole project.		From now until finals, more focus in the development of the system	
Objectives for Next Project Status Review			
More development with regards the system			

3 PROJECT STATUS REPORT APPROVALS

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Page 4

11/3/2017

Project Status Report

Prepared by


Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor 8/10/17

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
- Project Risk Management Status
- Project Issue Management Status
- Related Project Information

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Page 5

11/3/2017



Project Status Report

Project Name: Request Tickets Management System
Department: School of Computing and Information Technology
Focus Area: Taas Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBÁÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status
1.8	11/20/17	Shaun Ibañez	Ninth reporting period status

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TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	4
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

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Page 2.

11/19/2017

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in- depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 11/20/17	Reporting Period: 11/20/17 to 11/26/17
Project Overall Status: Revision of documents and diagrams based on the panel's suggestions are required before further development of the system		
Project Summary: Revision of documents has been done. In addition, the wiki was also updated.		
Milestone Deliverables performance reporting over last period		

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Page 3

11/19/2017

Project Status Report			
Milestone Deliverables performance reporting over last period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPOJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/05/17	100%	On Schedule
• Systems 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
• Gantt Chart	10/30/17	100%	On Schedule
• Backend	10/23/17	100%	On Schedule
• Wiki	11/09/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	12/22/17	70%	On Schedule
• Mobile Application	12/22/17	30%	On Schedule
• Revised Documents	12/22/17	80%	On Schedule
Project impact of milestone success or failure for project remainder			
Developing the actual system which is crucial to the whole project.		From now until finals, more focus in the development of the system	
Objectives for Next Project Status Review			
More development with regards the system			

3 PROJECT STATUS REPORT APPROVALS

Prepared by

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Page 4

11/19/2017

Project Status Report

Shaun Mathew T. Ibañez
Project Manager

Approved by

Jayvee Cabardo
Project Advisor

4 APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 - Project Risk Management Status
 - Project Issue Management Status
 - Related Project Information
-



Project Status Report

Project Name: Request Tickets Management System
Department: School of Computing and Information Technologies
Focus Area: Taal Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBÁÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status
1.8	11/20/17	Shaun Ibañez	Ninth reporting period status
1.9	11/27/17	Shaun Ibañez	Tenth reporting period status

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TABLE OF CONTENTS

1	PROJECT STATUS REPORT PURPOSE	3
2	PROJECT STATUS REPORT TEMPLATE	3
2.1	Project Status Report Details	3
2.2	Project Status Report Template	3
3	PROJECT STATUS REPORT APPROVALS	5
4	APPENDICES	5
4.1	Document Guidelines	5
4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report — N/A
- Risk Management Report — N/A
- Issues Report — N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 11/27/17	Reporting Period: 11/27/17 to 12/02/17
Project Overall Status: Revision of documents and diagrams based on the panel's suggestions are required before further development of the system		
Project Summary: Revision of documents and few were added in the dashboard		
Milestone Deliverables performance reporting over last period		

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Page 3

11/24/2017

Project Status Report

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Migrating files to OneNote	9/25/17	100%	On Schedule
• Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
• Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
• Acquire an adviser for the project	9/21/17	100%	On Schedule
• UML Diagrams	10/05/17	100%	On Schedule
• System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
• Gantt Chart	10/30/17	100%	On Schedule
• Backend	10/23/17	100%	On Schedule
• Wiki	11/09/17	100%	On Schedule
Milestone Deliverables scheduled for completion over next period			
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
• Dashboard	12/22/17	75%	On Schedule
• Mobile Application	12/22/17	30%	On Schedule
• Revised Documents	12/22/17	90%	On Schedule
Project impact of milestone success or failure for project remainder			
Developing the actual system which is crucial to the whole project.		From now until finals, more focus in the development of the system	
Objectives for Next Project Status Review			
More development with regards the system			

Project Status Report

3 PROJECT STATUS REPORT APPROVALS

Prepared by


Shaun Mathew T. Ibañez
Project Manager

Approved by


Jayvee Cabardo
Project Advisor**4 APPENDICES****4.1 Document Guidelines****4.2 Project Status Report Sections Omitted**

- Project Budget/Financial Status
- Project Risk Management Status
- Project Issue Management Status
- Related Project Information

7. Review of Quality Plan

The quality plan would be reviewed every 3 months. However, if in a month, a lot of errors were present, a quality plan should be reviewed every month.

8. Document and Record Control

The request tickets created would be stored in a database. The department heads can view all the created tickets and which employee handled it. The data then is stored in a database and department heads can easily look up the records saved on it.

The Quality Plan and Data Management Plan will be issued to all members of the consortium.

Project Progress Reports will be issued to the following:

- Jayvee Cabardo – RTMS Adviser
- Manuel Sean Sanchez – CSPROJ Adviser

9. Documented Procedures

Give the references of any in-house and/or published methods or procedures used during the project. References need not include the issue/version number, providing that staff are informed separately of modifications to Procedures. Otherwise, provide a basic resume of methodology with an indication of how it will be archived for future reference. Any centrally administered documents that relate to quality assurance should also be referenced.

10. Additional Information

Unless included in associated technical procedures, any other information that has direct relevance to the quality of the product or service being provided should be included in the Quality Plan. This could include [add or delete as necessary]:

- (a) *special requirements for the procurement of services or goods, including subcontractors;*
- (b) *additional procedures and controls for the review and verification of deliverables or other documents;*
- (c) *special requirements for the identification and traceability of products, including, where applicable, the traceability of staff performing specific duties;*
- (d) *special criteria for identifying the status of inspection and test products;*
- (e) *minimum qualifications, training or experience required of staff to undertake certain activities, or any specialist staff training;*
- (f) *process control requirements, including monitoring of activities;*
- (g) *special procedures for the handling, storage, packaging, preservation and delivery of product;*
- (h) *requirement for servicing of a product for which ongoing maintenance is required;*
- (i) *specialist statistical techniques required.*

Prepared by:

Krisper Jane H. Bariuan
Shaun Mathew T. Ibañez
Zian Denisse G. Vertudes
Buena Alexey Y. Talosig

Date: 11/30/17

Checked by:

Name

Date:

Approved by:

Name

Date:

Appendix YY:

Data Management Plan Request Tickets Management System

1. Data Managers

Project Data Manager:

Shaun Mathew T. Ibañez

Sub-project data managers:

Krisper Jane H. Bariuan
Zian Denisse G. Vertudes
Buena Alexey Y. Talosig

2. Data Management System

The created tickets will be stored in a database and the department heads can view all the created tickets and report analysis of it.

3. Meta-data

The data dictionary:

Attribute	PK/FK	Data Type	Description
-----------	-------	-----------	-------------

Guest			
id	PK	INT	Customer's primary key
firstName		VARCHAR(45)	Customer's first name
lastName		VARCHAR(45)	Customer's surname

Room			
id	PK	INT	Room's id
roomno		INT	Room number used in operations.

Check_in			
id	PK	INT	Check in's primary key
guest_id	FK	INT	Customer id of customer that checked in
room_id	FK	INT	Room id where customer checked in
check_in		DATE	Date and time of customer's check in

check_out		DATE	Date and time of customer's check out
status		VARCHAR(15)	Status of the guest's check-in

Department			
id	PK	INT	Department's primary key
name		VARCHAR(45)	Department's name
description		TEXT	Brief description about the department

Category			
id	PK	INT	Category's primary key
department_id	FK	INT	Department id. a category is connected to a department
name		VARCHAR(45)	Short name for the category. Wifi, pillow, towel etc.
desc		TEXT	Short description about the category

Employee			
id	PK	INT	Employee id
firstName		VARCHAR(45)	Employee's first name
lastName		VARCHAR(45)	Employee's last name
level		INT	Employee's hierarchical level in the company
department_id	FK	INT	Department where employee is assigned

Ticket			
id	PK	INT	Ticket's primary key
status		VARCHAR(45)	Ticket's status
time_open		TIMESTAMP	Time when ticket is created
time_close		TIMESTAMP	Time when ticket was closed
level		INT	Escalation level that the ticket reached before it was closed
description		TEXT	Description of the request or complaint
check_in_id	FK	INT	References a check in
employee_responsible_id	FK	INT	Employee assigned to respond to the ticket
category_id	FK	INT	Categorization of the request or complaint
employee_create_id	FK	INT	Employee(front desk) who created the ticket

Transcript

id	PK	INT	Transcript's id
ticket_id	FK	INT	Ticket has many transcript
description		TEXT	Transcript description
time		TIME	Time of the transcript

